

CLIENT SATISFACTION SURVEY

2004



King George V Hospital
PO DORMERTON
4015

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INTRODUCTION



A Survey was undertaken at King George V Hospital in
July 2004

200 patients were surveyed,

100 in-patients

and

100 out-patients

ACCESS

Question 1 - Is the bus/taxi stop close to the hospital?

Question 2 - Were Signs to OPD Clear?

Question 3 - Were signs to Wards clear?

Question 4 - Was it easy to find the disabled parking bay/wheel chair ramp?

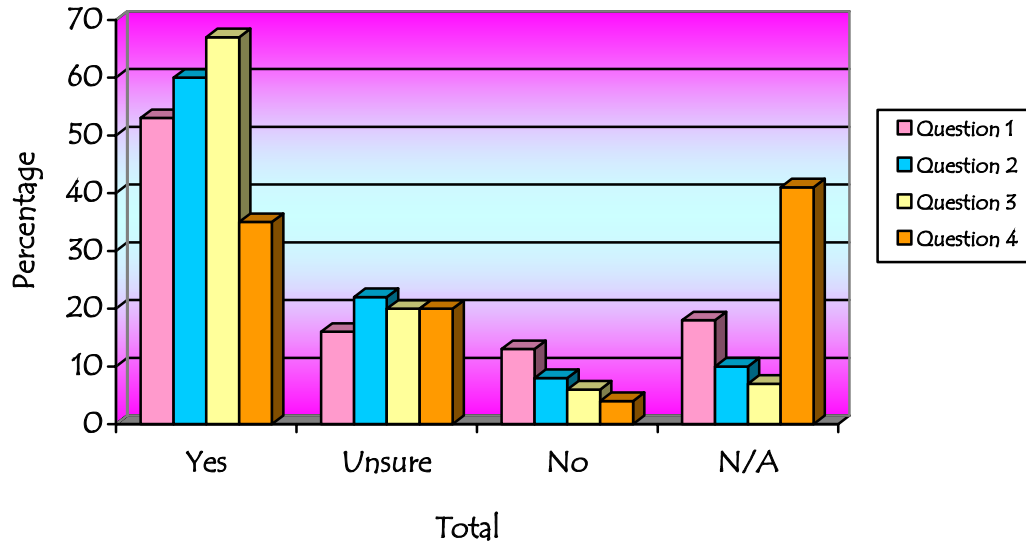
TABLE 1 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1	53%	16%	13%	18%
Question 2	60%	22%	8%	10%
Question 3	66%	20%	6%	7%
Question 4	35%	20%	4%	41%

ACCESS

Graph 1

Total percentage figures depicting the questions as mentioned above



COMMUNICATION

Question 1 – Did staff who attended to you wear identification badges?

Question 1.1 – Security Personnel?

Question 1.2 – Clerks?

Question 1.3 – Nurses?

Question 1.4 – Doctors?

Question 1.5 – Pharmacy Personnel?

Question 1.6 – Other?

Question 2 – Were you able to communicate with staff in your language?

Question 3 – Where necessary, were interpreter services arranged?

Question 4 – During your treatment were the procedures explained to you?

Question 5 – The questions and queries you made, were they dealt with satisfactorily?

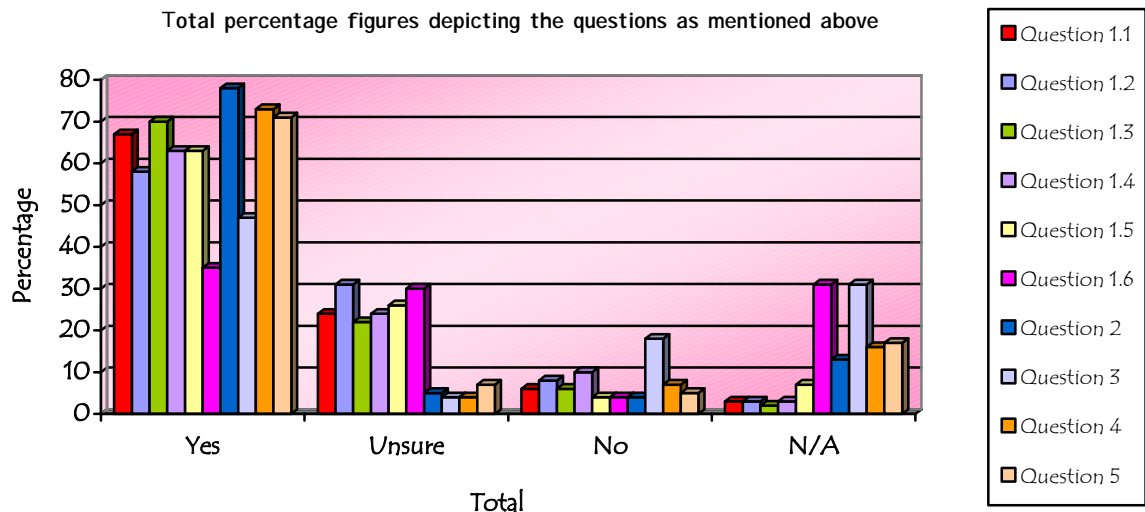
TABLE 2 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1.1	67%	24%	6%	3%
Question 1.2	58%	31%	8%	3%
Question 1.3	70%	22%	6%	2%
Question 1.4	63%	24%	10%	3%
Question 1.5	63%	26%	4%	7%
Question 1.6	35%	30%	4%	31%
Question 2	78%	5%	4%	13%
Question 3	47%	4%	18%	31%
Question 4	73%	4%	7%	16%
Question 5	71%	7%	5%	17%

COMMUNICATION

Graph 2

Total percentage figures depicting the questions as mentioned above



COURTESY

Question 1 – Where you treated politely by the following staff categories?

Question 1.1 – Security Personnel

Question 1.2 – Clerks

Question 1.3 – Nurses

Question 1.4 – Doctors

Question 1.5 – Pharmacy Staff

Question 1.6 – Other

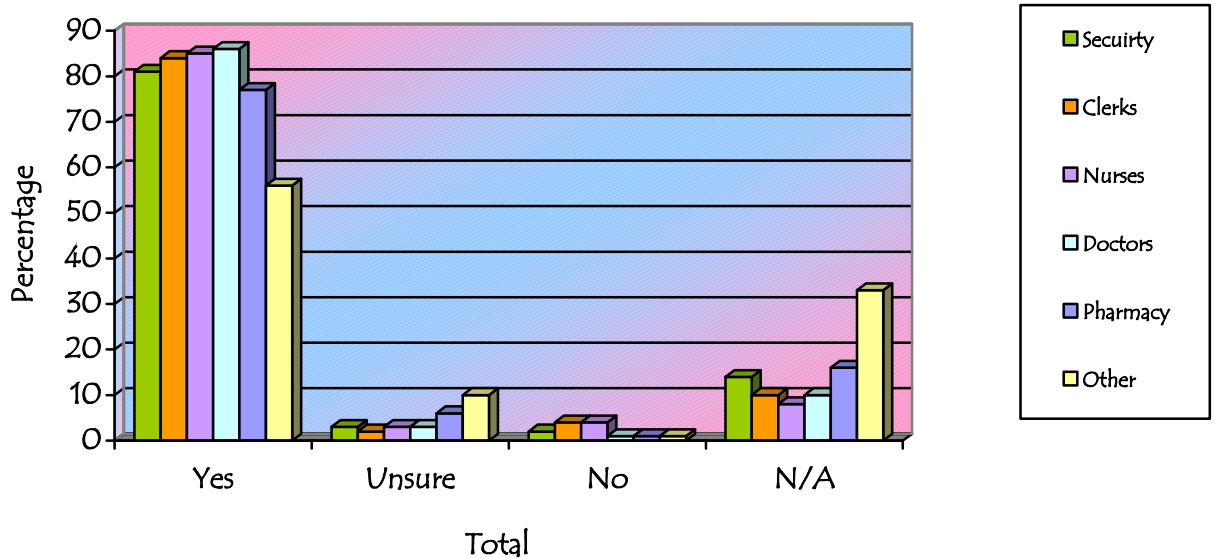
TABLE 3 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1.1	81%	3%	2%	14%
Question 1.2	84%	2%	4%	10%
Question 1.3	85%	3%	4%	8%
Question 1.4	86%	3%	1%	10%
Question 1.5	77%	6%	1%	16%
Question 1.6	56%	10%	1%	33%

COURTESY

Graph 3

Total percentage figures depicting the questions as mentioned above



CLEANLINESS OF THE PHYSICAL ENVIRONMENT

Where The following areas clean?

- Question 1 - Grounds
- Question 2 - Corridors
- Question 3 - Buildings
- Question 4 - Ablution Facilities
- Question 5 - General Ward
- Question 6 - Was the bed linen clean?
- Question 7 - Was the ward free of pests?

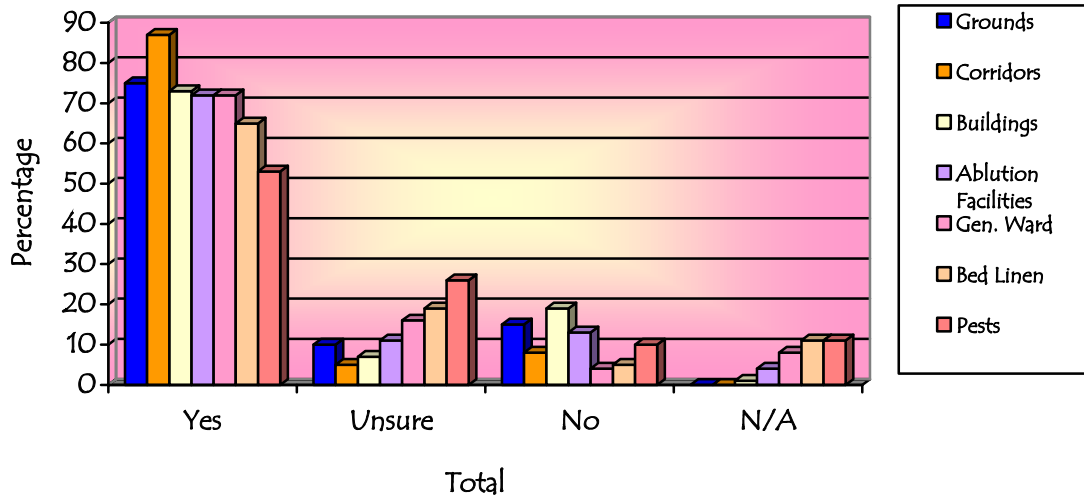
**TABLE 4 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)**

	Yes	Unsure	No	N/A
Question 1	75%	10%	15%	0%
Question 2	87%	5%	8%	0%
Question 3	73%	7%	19%	1%
Question 4	72%	11%	13%	4%
Question 5	72%	16%	4%	8%
Question 6	65%	19%	5%	11%
Question 7	53%	26%	10%	11%

CLEANLINESS OF THE PHYSICAL ENVIRONMENT

Graph 4

Total percentage figures depicting the questions as mentioned above



RESPECT OF PATIENT'S RIGHTS

- Question 1 - Did the hospital staff draw your attention to patient's rights and responsibilities?
- Question 2 - Did your consultation by the nurse or doctor take place in a private manner?
- Question 3 - Was there a bench/chair provided for you to sit on while you waited?
- Question 4 - Did you have a complaint?
- Question 5 - If you had a complaint, did you report it?
- Question 6 - If you had a complaint, were you satisfied with the way it was handled?

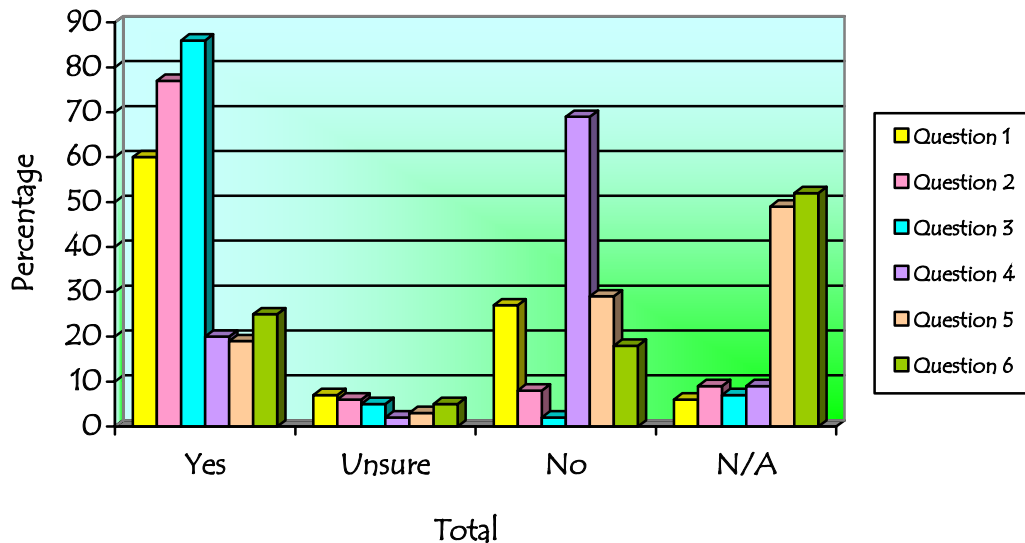
TABLE 5 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1	60%	7%	27%	6%
Question 2	77%	6%	8%	9%
Question 3	86%	5%	2%	7%
Question 4	20%	2%	69%	9%
Question 5	19%	3%	29%	49%
Question 6	25%	5%	18%	52%

RESPECT OF PATIENT'S RIGHTS

Graph 5

Total percentage figures depicting the questions as mentioned above



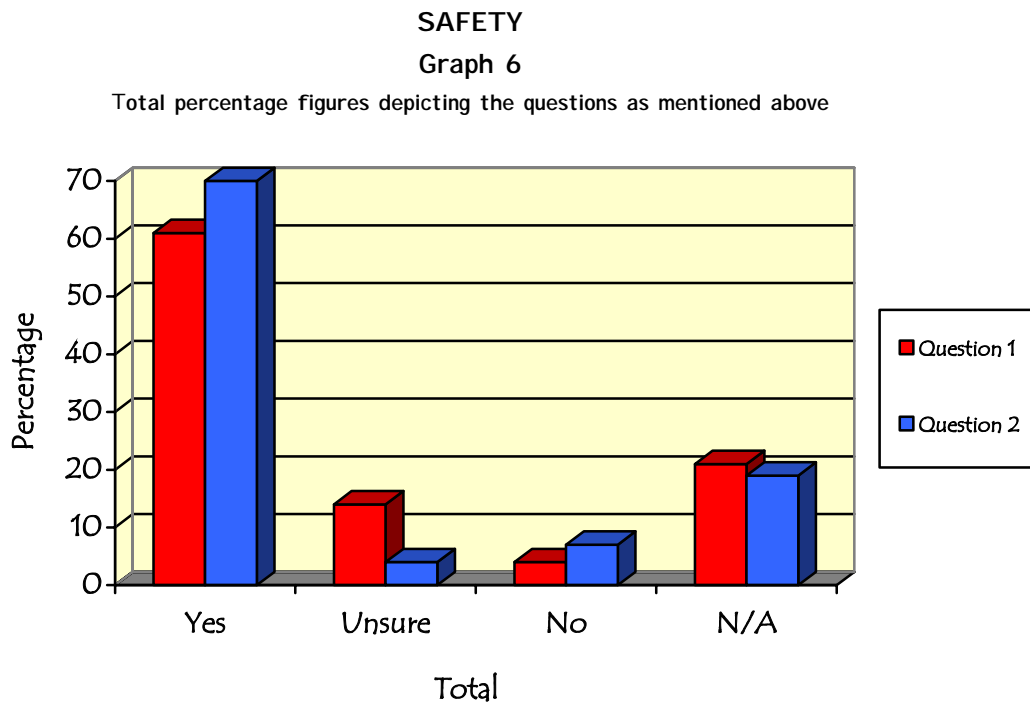
SAFETY

Question 1 - At night was the nurse available when you called?

Question 2 - Did you feel safe in the hospital?

TABLE 6 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1	61%	14%	4%	21%
Question 2	70%	4%	7%	19%



GENERAL

Question 1 - Was the food good?

Question 2 - Do you think visiting hours are convenient to the Community?

Question 3 - Was your family advised about changes in your condition?

Question 4 - Did the hospital assist to make transport arrangements for you when you were discharged?

Question 5 - Did the hospital assist to make arrangements for you when you were referred?

Question 6 - At the time of your discharge, did you feel that you have enough knowledge about your illness to take care of yourself at home?

Question 7 - Would you return to this hospital for treatment?

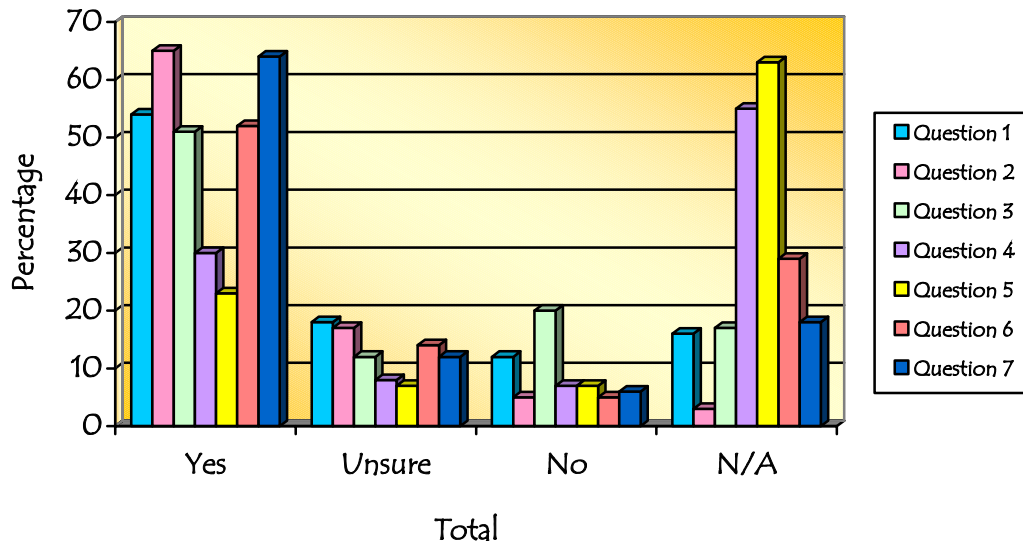
TABLE 7 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1	54%	18%	12%	16%
Question 2	65%	17%	5%	3%
Question 3	51%	12%	20%	17%
Question 4	30%	8%	7%	55%
Question 5	23%	7%	7%	63%
Question 6	52%	14%	5%	29%
Question 7	64%	12%	6%	18%

GENERAL

Graph 7

Total percentage figures depicting the questions as mentioned above



WAITING TIMES

Question 1 - How long did you wait for your out-patient card?

Question 2 - How long did you wait to be treated by a Nurse?

Question 3 - How long did you wait to be treated by a Doctor?

Question 4 - How long did you wait for your medication in Pharmacy?

TABLE 8 – DEPICTING QUESTIONS AS MENTIONED ABOVE

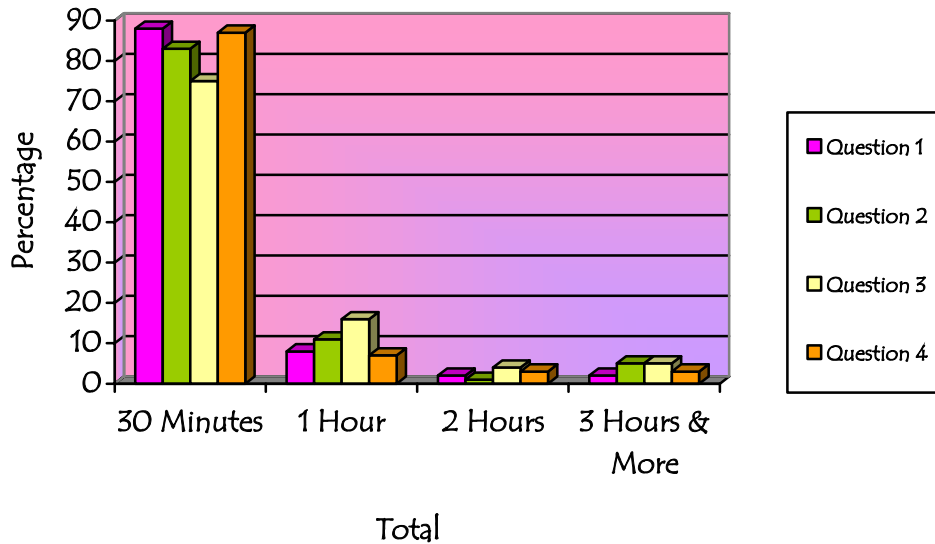
*Consists of patients waiting 30 minutes, one hour, 2 hours, 3 hours & more
(CALCULATED BY PERCENTAGE)*

	30 Mins	1 hour	2 hours	3 hours +
Question 1	88%	8%	2%	2%
Question 2	83%	11%	1%	5%
Question 3	75%	16%	4%	5%
Question 4	87%	7%	3%	3%

WAITING TIMES

Graph 8

Total percentage figures depicting the questions as mentioned above



CLIENTS COMMENTS

At the end of the questionnaire, patients were given the opportunity to comment, in their own words, on the treatment they received at King George V Hospital as well as their personal view points of service delivery. Hereunder I have listed the positive and negative comments:

IN-PATIENTS

48 % of in-patients commented on the service they had received. Of these 23% were positive comments and 77% negative comments.

In-Patients – Positive Comments

- 11 positive comments were received from in-patients.
- 8 patients stated that they had received a satisfactory service
 - 1 patient stated that the hospital is nice and clean
 - 2 patients commented that the nurses are doing a good job.

In-Patients – Negative Comments

In total 37 negative comments were received from in-patients. The negative comments were as such:

- **Food** – 8 patients were dissatisfied with the quality of the food, often stating issues such as by the time the porridge reached them it was cold and contained a high content of salt. In addition patients were dissatisfied with having almost every meal with rice.
- **Race** – 2 Patients commented that Indian staff are rude to them.
- **Buildings** – 1 patient made comment that the buildings are in need of renovation.
- **Tuckshop** – 2 patients mentioned that a tuckshop would be convenient for them to purchase certain items such as bath soaps.
- **Doctors** – 1 patient commented that doctors should at all times wear their white coats so they are easier to identify and in addition doctors should be available at night.
- **Pharmacy** – 3 patients made mention that they feel pharmacy are short staffed.
- **Social Work Department** – One patient commented that it would be convenient to have a social worker available at ALL times.
- **Cleanliness** – 3 patients commented that the wards are not cleaned regularly and neither are the toilets.
- **Medical Condition** – 2 patients commented that they would have liked more information on their condition.
- **General** – 4 patients made general comments such as first preference should be given to very ill patients as well as that there is no happiness in this hospital, its worse than a prison.
- **Nurses** – 10 patients commented on the rudeness and disrespect nursing staff have towards them. They also complained of issues such as the nurses take their time to attend to them as well as deny them the opportunity to watch television.

CLIENTS COMMENTS

OUT-PATIENTS

44% of the out-patients commented on the service they had received. Of these 55% gave positive comments and 45% negative comments.

Out-Patients – Positive Comments

24 positive comments were received from out-patients

- 19 patients commented on the excellent service they had received
- 2 patients commented that the nurses showed them respect and treated them well
- 1 patient commented on the excellent service in the Physiotherapy Department
- 2 patients commented on the good service they received from the doctors.

Out-Patients – Negative Comments

20 Negative comments were received from out-patients

- **Dental** - 1 patient commented he/she had experienced a lot of pain after being treated in the Dental Department.
- **Buildings** - 6 patients commented that the hospital looks bad and “makes us more sick”.
- **Nurses** - 4 patients commented on the rudeness and disrespect shown by the nursing staff.
- **Transport** - 3 patients complained about the long walk from Psychiatry to the main road, stating that they should be provided with transport.
- **Doctor** - 1 patient commented on one particular doctor in the Spinal Unit, stating he was unhelpful.
- **Security** - 1 patient commented that Security staff should direct them to the clinics etc.
- **Tuckshop** - 1 patient commented that a Tuckshop should be available for them within the hospital grounds.
- **Cleanliness** - 1 patient commented that the toilets are not kept clean.
- **General** - 2 patients made general comments, i.e. “We filled in this same form last year but things are not better, instead they are getting worse”.

